2004 InfoWorld 100

InfoWorld honors a host of innovative new projects that highlight the resourcefulness of the IT community

To AVOID THE BUDGET AX, IT departments have made strides in demystifying the black magic of realistic ROI. By the same token, to figure out where the money is going, the business side has endeavored to learn enough to be dangerous about information technology.

Yet most IT managers remain convinced that, outside of a small circle of technologists, no one really understands them or the challenges they face. That's one reason why the annual *InfoWorld* 100 is such an important institution: It provides a unique forum where IT managers get the recognition they deserve for smart, successful projects from an audience of their peers.

To enter the winners circle, an *InfoWorld* 100 project must stretch beyond the typical, off-the-shelf solution.

As judges, our editors have an explicit bias toward multiple technologies used in innovative ways to serve well-defined business goals. That's why, this year, we picked a ground-up development project, UPS's package flow initiative, as the top *InfoWorld* 100 project. By closely modeling the logistics of package routing and loading, and writing software to manage them, UPS will eventually save more than half a billion dollars annually.

In this and other winning projects, you will find object lessons to help you plan and sell initiatives — and maybe even help with the day-to-day task of making things work. Like a good blog, the *InfoWorld* 100 serves as a clearinghouse of ideas for people with similar challenges. Online or offline, that's essentially the definition of community.

InfoWorld honors successful deployment of statewide energy efficiency groupware application (EEGA) for the California Public Utilities Commission.

InfoWorld 100

This year's *InfoWorld* 100 was a tough call, with a surfeit of interesting projects from organizations ranging from city governments to insurance companies to cruise ship lines.

ARCHITECTURE

Gensler
gensler.com
Distributed systems optimization

COMPUTING

IBM
ibm.com
Unified supply-chain management

CONSTRUCTION

Beazer Homes
beazer.com
Integrated sales system

DISTRIBUTION/SUPPLY CHAIN

Arrow Electronics
arrow.com
Shop-floor control system

Avnet
avnet.com
Web services partner integration

EDUCATION

Academy of Art University
academyart.edu
Full ERP and Wi-Fi deployment

Michigan State University
bus.msu.edu/msc
On-demand supply-chain research

Somerset Area School District
sardpa.net
SSL VPN for unified school network

ENERGY

BP
bp.com
Wireless railcar monitoring

BP
bp.com
Wireless vibration sensors for tankers

Calpine
calpine.com
Dynamic, predictive querying tool

Calpine
calpine.com
Integrated risk control system

Calpine Energy Services
Energy price/cost reporting

Lower Colorado River Authority
lcra.org
Distributed asset management

FINANCIAL SERVICES

American Savings Bank
asbhawaii.com
Speech-enabled banking application

Essex Investment Management
essexinvest.com
E-mail, IM, and document archiving

ETrade Financial
etrade.com
Call automation with voice recognition

Fifth Third Bancorp
53.com
Federated identity with HR outsourcer

FirstCommand Financial Services
www.firstcommand.com
Financial services portal for personnel

Lend Lease
lendlease.com
Unified identity/security management

Merrow Financial
merrowfinancial.com
Distributed IP-based SAN solution

MidAmerica Bank
midamericabank.com
Business continuity initiative

Ocwen Financial
www.ocwen.com
Mortgage database security

Quicken Loans
quickenloans.com
Information lifecycle management

RouteOne
routeone.com
Web services credit check service

Royal Bank of Canada Investments
rbc.com
Business process management

State Street Global Advisors
ssga.com
SAN predictive change management

3Delta Systems
ubizen.com
Payment processing security upgrade

Wachovia
wachovia.com
Grid computing using desktops

Wells Fargo
wellsfargo.com
Web portal for commercial customers

GOVERNMENT

California Public Utilities Commission
cpuc.ca.gov
Workflow and document management

City of Culver City
culvercity.org
Wi-Fi mesh networking initiative

Florida Supreme Court
flcourts.org
Database integration and search portal

State of Minnesota
state.mn.us
Medicare/Medicaid secure identity

State of Oregon, Department of Consumer and Business Services
www.state.or.us
Risk-based backup and recovery

United States Navy
navy.mil
Enterprisewide tracking system

United States Postal Service
usps.com
Web app for carrier pickup

HEALTH CARE

Beth Israel Deaconess Medical Center
bidmc.harvard.edu
Wi-Fi asset tracking with active RFID

Centegra Health System
centegra.com
Consolidated enterprise portal

CyraCom
cyracom.com
Multiple language voice recognition

Denver Health and Hospital Authority
denverhealth.org
Smart card employee security

Geisinger Health System
geisinger.edu
Secure medical records system

Schering-Plough
schering-plough.com
Collaborative project management

Tuba City Regional Health Care
tcrhcc.org
Scratch ERP rollout with nine modules

WellPoint Health Networks
wellpoint.com
PDA prescription system

INSURANCE

Horizon Blue Cross Blue Shield of New Jersey
horizonblue.com
Integrated voice recognition system

Humana
humana.com
HIPAA-compliant messaging system

Nationwide
nationwide.com
Grid computing risk and price modeling

Zenith National Insurance
thezenith.com
Workflow for claims management

LAW ENFORCEMENT

City of Lakewood
lakewood.org
Wireless access for patrol officers

King County Prosecuting Attorney's Office
metrokc.gov/prosatty
Electronic document archiving project

Northrop Grumman
northropgrumman.com
Data exchange for criminal records

Pinellas County Jail
co.pinellas.fl.us/sheriff/jail/jailmain.htm
Wi-Fi, barcodes for remote tracking

South Carolina Computer Crime Center
sc1.sc.gov
SAN for computer crime task force

LEGAL

Paul, Hastings, Janofsky & Walker
paulhastings.com
Business continuity, remote replication

MANUFACTURING

Barilla America
barilla-usa.com
Logistics management initiative

Dufferin Concrete
dufferinconcrete.ca
E-business revamp customer portal

Honeywell
honeywell.com
Merging multiple supply chains

Johnson & Johnson
jnj.com
Cost control system for contract labor

Land O' Lakes
landolakesinc.com
Document scanning and management

Morgan Foods
morganfoods.com
EDI converted to Internet transport

Owens Corning
owenscorning.com
Business intelligence and data warehousing

Pitney Bowes
pb.com
Wireless field-service management

Rock-Tenn
rocktenn.com
Large-scale system integration

RPM International
rpminc1.com
Product lifecycle management

Saturn Electronics and Engineering
saturnee.com
Product lifecycle management

TRW North America
trw.com
Linux migration for auto-parts division

Welch's Foods
welchs.com
Server virtualization and consolidation

PHARMACEUTICALS

GlaxoSmithKline
gsk.com
Global VoIP and unified messaging

Locus Pharmaceuticals
locuspharma.com
Outsourced supercomputing

REAL ESTATE

Century 21 Real Estate
century21.com
Online learning platform

National Association of Realtors
realtor.org
Distributed e-commerce system

RETAIL

Best Buy
bestbuy.com
Single sign-on enterprise portal

Chicago Pizza & Brewery
bjsbrewhouse.com
Web-based data collection, reporting

Mary Kay
marykay.com
E-business and supply-chain initiative

Proflowers
proflowers.com
Enterprise service bus deployment

Rent-A-Center
rentacenter.com
Secure large-scale Wi-Fi deployment

SERVICES

EDS
eds.com
Virus early warning system

Eloqua
eloqua.com
Outsourced CRM, teleconferencing

Inflow
inflow.com
Datacenter management for MSP

Life Time Fitness
lifetimefitness.com
Member management data integration

Loudeye
loudeye.com
Digital media lifecycle management

SalesForce.com
salesforce.com
Online CMS for CRM customers

Thomson Prometric
prometric.com
SOA for testing/assessment service

TSYS Prepaid
tsysprepaid.com
Conversion of existing APIs to Web services

Viacore
viacore.net
B-to-b process automation, optimization

TELECOMMUNICATIONS

Hughes Network Systems
hns.com
Digital content management

Hughes Network Systems Europe
hnseu.com
Satellite distributed in-store advertising

McLeod USA
mcleodusa.com
RFP response document management

Telus
telus.com
BI monitoring of employee productivity

TRANSPORTATION

Burlington Northern and Santa Fe Railway
bnsf.com
Voice portal for rail workers

FedEx
fedex.com
Printing from MS Office to Kinko's

Lynden
lynden.com
Distributed VoIP and call routing

NYK Line
nykline.com
Portal to monitor critical systems

Ozburn-Hessey Logistics
www.ohlogistics.com
Internet-based partner integration

UPS
ups.com
Revamped package routing, loading

TRAVEL/HOSPITALITY

Cendant Hotels
cendant.com
Consolidated customer portal

Continental Airlines
continental.com
Maintenance advisory distribution

Hershey Entertainment and Resorts
hersheypa.com
Disaster recovery, business continuity

Holland America Line
hollandamerica.com
Web-based reporting, mainframe data